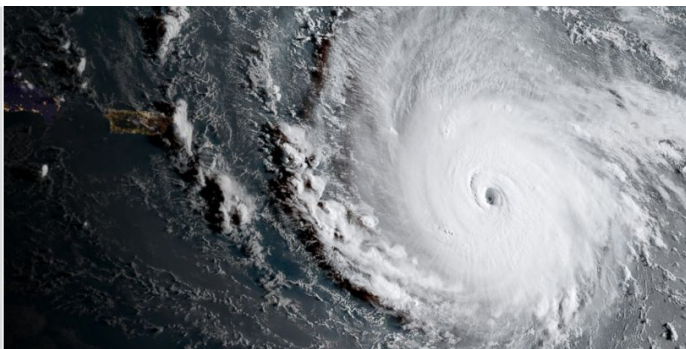


As Hurricane Dorian bears down on Florida businesses it necessary to take a few steps to protect your business computer system as much as possible. Many of these tasks can be delegated to individual employees that can take care of their individual workstations. You can provide instructions to your team to assist you with these tasks.



Data Backup

Be sure to backup data as soon as possible. Focus on data stored on servers and desktop computers including...

- Client/customer/supplier contact lists
- Current and past invoices for both suppliers and customers
- Accounting system data
- Proprietary information
- Project information
- DO NOT backup computer operating systems or system files

Backing up data to the cloud is the best option, but it can take a long amount of time which might not be available. Secure a backup hard drive and copy data to the drive. Be sure to organize the data in folders to make recovery easier.

It is absolutely critical to take the backup hard drive off site with you. If someone is evacuating they would be a good option to take the backup out of the storm impact area. Be sure to guard this backup data drive from theft or loss. Encrypting the data is a good practice but if time is short it is best to just copy as much data as possible.

Computer equipment can be replaced. Your data is much more difficult and most times impossible to recover without a backup. Data retention should be your most important priority.

If time allows confirm the data is backed up successfully by performing a data recovery on a test system.

Servers and network equipment

Servers generally store shared data for your business and typically database and user services.

- You can shut down servers safely as you are evacuating the business
- Unplug power cords from battery backup units and servers once they are safely shut down
- Move servers mounted on the floor to the top of a desk or shelf to limit water damage
- You can shutdown network switches and most network equipment
- Record the make/model and serial number of each server and piece of network equipment
- Photograph servers, network equipment, and accessories and store for potential insurance claims
- If your work force is distributed outside of the storm impact area it could be necessary to leave this infrastructure running as long as possible during the storm. Your business might be equipped with a backup device that stores what is called an image in a remote cloud-based server. Ask your IT provider about proactively enabling the remote servers so you can safely shut down local servers.

TIP: If your server hosts your email and you shut it down you will lose access to email. Inbound email will bounce unless you have an off site queue setup with your Internet Service Provider.

IMPORTANT: If you shutdown Internet modems you can possibly lose telephone service including fire and burglar alarm lines. Be sure your Internet modem is not providing telephone service to fire and burglar alarms before shutting down the modem.

Desktop computers

- As you evacuate your business be sure to shutdown all desktop computers
- Unplug power cords from battery backup units, computers, and monitors
- Move computers mounted on the floor to the top of the desk to limit water damage
- Record the make/model and serial number of each notebook computer
- Photograph computers and accessories and store for potential insurance claims

TIP: Record the service tag number for Dell workstations. That number is unique for each computer.

Notebook computers

- Encourage employees to take notebook computers
- Provide cellular wireless access points if possible so employees can access services after the storm.
- Urge employees to **keep notebook computers plugged in as long as possible to maintain a fully charged battery.**
- Record make/model and serial number of each notebook computer



After the Storm

Be sure you document the damage to your business for insurance purposes before you begin cleaning up.

- Start with servers and switches then move to servers and finally desktop and notebook computers.
- Inspect equipment for any physical or water damage
- If there is evidence of water damage do not apply power until you have equipment inspected by a technician.
- Do not discard any computer equipment immediately because you may need to recover data stored on the systems. In many cases data can be recovered from even water damaged equipment by specialists.
- If there not any signs of damage begin applying power to network equipment, then servers.
- Connect a notebook or one desktop computer and confirm you can access your servers and data and Internet if service was not interrupted or if it has been restored.
- You can then proceed to plugin and power up your individual desktop computers and accessories.

Assistance Hotline

Lotus Management Services is providing an assistance hotline to help Florida businesses as they prepare for the storm and after it has passed. Feel free to **call 321-800-3888**. This support line will be available before, during, and after the storm for business computer system related questions. Please **no home users please**. This service is exclusively for business users.

If your unable to call feel free to reach us via chat at <http://lotusmserv.com/chat>